

By Speed Post

F.No.A-11015/13/2008-DWS-II.
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

9th Floor, Paryavaran Bhawan,
CGO Complex, Lodhi Road,
New Delhi,
Dated the 5th January, 2009

To

(As per List 8 Nos.)

Subject: Tender Notice for Outsourcing of Secretarial Assistance/ General Assistance on Contract Basis.

Sir,

I am directed to refer letter of even No. dated 29th December, 2008 and to inform that as the closing date for receiving of tenders and opening date given as 8th January, 2009 is a Gazetted holiday it has been decided that the closing date for receiving of tenders and opening of tenders will be **9th January, 2009. The timings will remain the same.**

Yours faithfully,


(K NARAYANA REDDY)

UNDER SECRETARY TO GOVERNMENT OF INDIA

Copy to :

✓ The Technical Director (NIC) for hosting on Department's website
www.ddws.nic.in (soft copy of the letter attached)

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F.No.A-11015/13/2008-DWS-II.
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

8th Floor, Paryavaran Bhawan,
CGO Complex, Lodhi Road,
New Delhi,
Dated the 29th December, 2008

To

(As per List 8 Nos.)

Subject: Tender Notice for Outsourcing of Secretarial Assistance/ General Assistance on Contract Basis.

Sir,

I am directed to say that the Department of Drinking Water Supply requires the services of Personnel of various categories for day-to-day functioning of the department and invites tenders from the Service provider agencies.

The instructions to the bidders are at Annexure-I
The Technical bid requirements are at Annexure-II
The Financial Bid requirement proforma is at Annexure-III
The Terms and Conditions of Engagement the Agency for providing the personnel are at Annexure-IV.

You are requested to send your bid proposals accordingly. A tender notice in this regard is also hosted on the website of the department

Yours faithfully,

(K NARAYANA REDDY)
UNDER SECRETARY TO GOVERNMENT OF INDIA

Copy to :

The Technical Director (NIC) for hosting on Department's website
www.ddws.nic.in (soft copy of the letter attached)

F.No. A-11015/13/2008-DWS.
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

8th Floor, Paryavaran Bhawan,
CGO Complex, Lodhi Road,
New Delhi,
Dated the 29th December, 2008

TENDER NOTICE

Subject:- Outsourcing of Secretarial Assistance/ General Assistance on Contract Basis.

Department of Drinking Water Supply requires the services of Personnel of various categories for day-to-day functioning of the department and invites tenders from the Service provider agencies.

The instructions to the bidders are at Annexure-I
The Technical bid requirements are at Annexure-II
The Financial Bid requirement proforma is at Annexure-III
The Terms and Conditions of Engagement of the Agency for providing the personnel are at Annexure-IV.

bid proposals are invited accordingly from the reputed agencies having the requisite qualifications for participating in the Tender.

(K NARAYANA REDDY)
UNDER SECRETARY TO GOVERNMENT OF INDIA

ANNEXURE -I

F.No.A.11015/13/2008-DWS
Government of India
Ministry of Rural Development
Department of Drinking Water Supply

8th Floor, Paryavaran Bhawan,
CGO Complex, Lodhi Road,
New Delhi,
Dated the 29th December, 2008

INSTRUCTIONS TO THE BIDDERS

Department of Drinking Water Supply invites sealed tenders from well established reputed firms/registered Service Providers for providing Secretarial manpower viz.Secretarial Assistants, Personal Assistants-cum-Stenographers, Office Assistants (Clerks), and Office Attendants (Peons) on contract basis. The number shall vary depending upon the actual requirement of the Department from time to time.

TENDER REFERENCE : No. A-11015/13/2008-DWS-II

TENDER DATE : 29th December, 2008

CLOSING DATE & TIME : 8th January, 2009 at 1500 Hrs

OPENING DATE & TIME : 8th January, 2009 at 1600 Hrs

2. In the first instance, only the technical bids will be opened by the Tender Committee in Room No. 9th Floor 'B' Wing Paryavaran Bhavan New Delhi-1100103 in the presence of the participating bidders. In the second stage the Financial bid will be opened on such date as will be to the agencies selected after technical evaluation of the firms/ agencies by the tender purchase committee

3. The service Providers shall provide the required manpower within a period of one week from the date of placement of the order by the Department

4. The Service Providers should have sufficient experience of providing manpower to various Government Departments, Public Sector Undertakings and Government Autonomous organizations.

5. Eligibility:

a. Secretarial Assistants:

(i) Post-Graduate with good general knowledge and ability to scrutinize and process the cases in accordance with the rules in force in Government of India having knowledge and ability of using MS office applications.

b. Personal Assistants-CUM- Stenographers:

- (i) Graduate with good knowledge of English and proficiency in stenography and computers - having thorough knowledge of word processing and software presentation;
- (ii) Candidates should have a minimum speed of 100 words per minute for Personal Assistants in shorthand with a speed of 40 w.p.m. in English typing.

c. Office Assistants (Clerks):

- (i) Graduate with good knowledge of English and computers - having thorough knowledge of word processing and software presentation;
- (ii) Typing speed of 40 words per minute in English.

d. Office Attendants (Peons/ Messengers/Despatchers)

- (i) 10th Pass
- (ii) Should be able to read English.

Note:- Candidates having two years experience in the related field would be preferred.

6. **Period:** The period of contract will be initially for six months extendable at the discretion of the department, depending upon the requirements as well as the performance of the persons deployed and the Service Providers.

7. **Selection:** By merit - Interview and Skill Test will be the only criteria of selection of the Candidates. The Department will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever. For interview and skill test the Service Provider has to send a list of candidates five times of the requirements (5x1) within a week's time from the date of placement of the requisition.

8. Place of Duty, Working Hours and Punctuality:

8.1 The Department is housed in Paryavaran Bhawan CGO Complex Lodhi Road New Delhi-110003. The personnel so deployed shall have to report for duty at the above place.

8.2 The normal working hours of the personnel deployed shall be from 09.00 A.M. to 05.30 P.M. (extendable upto 06.30 p.m. without any extra payment) on all Government of India working days in New Delhi. However, the Office Attendant (Peon) shall have to sit late till the Officer, with whom he is attached, is in the office. He shall also have to attend office on Saturday/ Sunday/ Gazetted Holiday, if so desired.

8.3 The manpower so deployed shall have to adhere to the punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted.

8.4 If need arises, the Secretarial staff shall have to sit late or come early or attend the Office even on Saturday/Sunday/Gazetted Holiday (as per work requirements).

8.5 For late sitting (after 06.30 p.m.) or attending the office on Saturday/Sunday/Gazetted Holiday extra remuneration for the complete extra hour shall have to be paid by the Service Provider to the employee on pro-rata basis, which may be billed to the Department by the Service Provider.

9. **Security Considerations:** The persons supplied by the agency should not have any Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending.

10. **Criteria for qualification of the Service Providers:**

The following criteria shall be applied for qualification of the Contractors:

a) Past experience and Performance on similar work done for the Government of India Departments/ Government Bodies/PSUs for last 3 (three) years.

b) The firm should be registered with Service Tax Department.

c) The firm should have an office in Delhi/NCR.

d) Financial worthiness and competence to be substantiated through Income Tax Clearance Certificate, PAN/ST/TIN / VAT No., EPF Registration, annual report (Balance sheet & P/L A/c.) for the last 3 years.

e) Persons deployed by the Service Provider shall not be less than 18 years in age.

11. **Earnest money (EMD): Rs.5,000/-** (Rs. Five thousand only) in the form of crossed DD / Pay Order drawn in favour of PAO, Ministry of Rural Development, New Delhi and drawn on Nationalized Bank/Scheduled Bank must be submitted along with the quotations). **Offers without EMD will not be considered.**

12 **Refund of EMD:** EMD of the unsuccessful bidders / contractors will be returned back as soon as the decision is taken by DEPARTMENT OF DRINKING WATERSUPPLY regarding placement of order. **The EMD** would be returnable on the non-interest bearing basis.

13. **Security Deposit:** The successful bidder shall have to furnish a Bank Guarantee from a National / International Scheduled Bank for an amount @ 10% of the annual contract value for the manpower supplied, which will be forfeited in case the supply of manpower is delayed beyond the stipulated period as indicated at Para 3 above.

14. **Forfeiture of EMD / Security Deposit:** In case of non-submission of the security deposit and / or non-acceptance of the order, the EMD submitted along with offer is

liable to be forfeited. Likewise non-performance of the contract will result in forfeiture of security deposit.

15. **Payment Terms:** Our standard terms of payment are within 30 days from the date of submission of bills in triplicate along with work completion certificate certified by the competent authority in DEPARTMENT OF DRINKING WATERSUPPLY. The payment shall be made through Cheque(s) only.

16. **Payment of salary by Service Provider:** The Service Provider shall ensure that the salary to the persons so employed is made by 7th day of the succeeding month @ Minimum Wages, including the Dearness Allowance and other statutory benefits for such personnel, notified by the Government of National Capital Territory of Delhi from time to time. The payments shall be made in front of an Officer of the DEPARTMENT OF DRINKING WATERSUPPLY, so appointed by the Department for this purpose.

17. **Income Tax:** The Income Tax/TDS and other statutory deductions, as applicable will be deducted from the payments made. Tax deduction certificate will be issued to the Service Provider by DEPARTMENT OF DRINKING WATERSUPPLY.

18. **Penalty Clause:** In emergent cases such as the person deployed falls sick or is not able to attend the office for the reasons beyond his control continuously for more than a day, the Service Provider shall deploy a suitable substitute. If the contractor fails to deploy the substitute, without prejudice to any other right or remedy available under the law to the Department on account of such breach, pro-rata recovery alongwith penalty equal to @ 2% of the monthly charges per day will be recovered from the monthly bill of the contractor. The quantum of recovery will be decided by Competent Authority in DEPARTMENT OF DRINKING WATERSUPPLY which will be final and binding on the Service Provider.

19. **Termination of Contract:** In case of any material violation of any of the terms & conditions by the Service Provider, the Department reserves its right to unilaterally terminate the contract.

20. The bidder shall hold harmless and keep DEPARTMENT OF DRINKING WATERSUPPLY indemnified against all claim arising as a result of any dispute between the Service Provider and the manpower so deployed in the Department.

21. **Submission of offer:** Offer must be submitted in Sealed Cover alongwith the details super scribed with above Tender Reference No., Closing Date & Closing Time with bold letters and Firm's seal with address. The envelope should be properly sealed, addressed and submitted on or before the due date & time at the following address and receipt obtained.

UNDER SECRETARY (ADM)
DEPARTMENT OF DRINKING WATER SUPPLY
9th Floor, 'B' Wing PARYAVARAN BHAVAN
CGO COMPLEX
LODHI ROAD
NEW DELHI-

22. The bids may also be sent by Speed Post / Courier Service well in advance to reach the above office at least 48 hours before the due date and time. Offers received beyond the due date and time of the tender will not be considered.

- a) Late offer will not be considered and timely submission of tenders is the responsibility of the bidders.
- b) No excuses, such as delay in issue of pass, traffic-problem etc. shall be entertained.
- c) There should be NO OVERWRITING. The rates must be preferably typed.
- d) Quotations not fulfilling the requirement shall be rejected.
- e) Validity of your offer shall be for a period of minimum 90 days from the date of consideration of the bids. Bids having the validity of less than 90 days would be considered non-responsive and declared invalid.
- f) Offer must be submitted on firm's letter head duly signed and stamped indicating the list of documents being submitted by the tenderer for check at the time of opening the tenders

23. In case the Service Provider's offer deviates from DEPARTMENT OF DRINKING WATER SUPPLY's requirements, and terms & conditions in any manner, these deviations must be clearly indicated in the Tender letter, failing which the Department 's requirements and terms & condition will be binding on the Service Provider.

24. One duly authorized representative of each bidder would be allowed to participate in the opening of the tender.

25. We look forward to receive your most competitive and reasonable offer against this tender notice.

(K NARAYANA REDDY)
UNDER SECRETARY TO GOVERNMENT OF INDIA
Tele : 24361656

Technical Bid Documents

S.No	Particulars to be filled in by the tenderer	
1	Name of the Agency	
2	Date of establishment of the agency	
3	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
4	Whether registered with all concerned Government Authorities.(Copies of all certificates of registration to be Specified and enclosed.)	
5	PAN/TAN Number(copy to be enclosed)	
6	Service Tax Registration Number (copy to be enclosed)	
7	Other documents as referred in Annexure-I (Please specify each in clear terms)	
8	Details of EMD like amount,DD No dateand the issuing Bank	

(Signature with stamp of Bidder)

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Financial Bid

Financial Bid-“Qualifying Bid

S.No	Specifications	*Rate per Personnel/month (in rupees)(inclusive all taxes/charges)
1	Secretarial Assistance- Provision of personnel for performing the duties of examination of proposals/cases in accordance with the Rules in force in Government of India	
2	Personal/Stenographic Assistance – Provision of personnel for performing all kinds of duties for facilitating office work including taking dictation, thorough knowledge of working on computers	
3	Office/Clerical Assistance - Provision of personnel for diary/dispatch of the Dak, Typing, thorough knowledge of working on Computer, operating Computerised Sound System in the Conference Hall, Meeting arrangements etc.	
3	Office Attendance – Provision of personnel for performing all kinds of duties for facilitating office work including routine tasks such as movement of of Dak, Dusting, Photocopying and related other office jobs of sundry variety normal to an office Environment.	

(Signature with stamp of the Bidder)

F.No.A.11015/13/2008-DWS-II

TERMS AND CONDITIONS

1. The responsibility of statutory/compulsory deductions like EPF/Income Tax etc. will be of the Firm/Supplier. No extra payment shall be made by the Department.
2. The Service Provider shall submit the pre-receipted stamped bills (in triplicate) to the Department on monthly basis after completion of the month for payment. Ordinarily, the payment shall be made within 30 days from the date of submission of the bills.
3. The liability of service tax or any other tax will be borne by the Company/Contractor.
4. The copies of appointment letter issued to the personnel deployed in the Department shall be provided to the Department.
5. The Service Provider will provide to the Department, a list of all personnel so deployed with permanent and present address along with their photographs. The character verification of the personnel through local police should be furnished at the time of deployment.
6. The Department shall have the right to terminate the contract at any stage without assigning any reason whatsoever. In case of any dispute, the decision of the Competent Authority of the Department will be final and binding.
7. **Statutory obligations:** The Service Provider is required to obtain and deposit a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 within 30 days of the date of the award of the contract. If the Service Provider is refused a license for any reason whatsoever or fails to obtain the license within the stipulated period of 30 days, the contract shall automatically stand terminated and the Department shall be at liberty to recover losses, if any, from the Service Provider.
8. The Service Provider shall ensure that the manpower engaged by them is pre-verified for character and antecedents before deploying them for duty in the Department's office.
9. The Service Provider shall be responsible for all acts of commission and omission on the part of the manpower engaged for the purpose. The Department shall not be responsible in any manner, whatsoever, in matters of injury/death/health etc. of the Service Provider's employees performing duties under the contract.
10. The Service Provider will be responsible for any damages done to the property of the Department by the personnel so employed.

11. The Service Provider shall be obliged and solely responsible to comply with all statutory requirements in respect of the manpower engaged by him and the Department shall not be a party to any dispute arising out of such deployment by the Contractor. The Agency shall arrange such facilities like EPF and ESI as provided for in the Contract Labour (Regulation and Abolition) Act, 1970 for the welfare and health of the workers deployed with the DEPARTMENT OF DRINKING WATER SUPPLY.

12. It shall be the responsibility of the Service Provider to issue the employment card to the worker as per the prescribed format and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act.

13. The Department has the right to change/replace the personnel at any point of time.

14. The Service Provider will supply a panel of suitable candidates to enable a proper choice to be made and depending on the qualifications/ credential/ experience; the selection would be made by the Competent Authority in DEPARTMENT OF DRINKING WATER SUPPLY.

15. The Service provider shall replace immediately any of its personnel, if they are unacceptable to the Department because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of manpower supplied by the agency upon receiving written notice from Department.

16. The Department shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers.

17. The service provider's personnel working in DEPARTMENT OF DRINKING WATER SUPPLY should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of the Department. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.

18. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters as all are of confidential/secret nature.

19. The service provider's person shall not claim any benefit/ compensation/ absorption/ regularization of services with this Department under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the Service Provider to this office.

20. Any dispute regarding working hours and regarding compensation to be paid to the workers deployed will be the responsibility of the Service Provider and no representation

will be entertained on this issue by the DEPARTMENT OF DRINKING WATER SUPPLY.

21. The service provider shall ensure deployment of suitable people from proper background after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

22. The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

23. The service provider shall engage the necessary person as required by the Department from time to time. The said person engaged by the Service Provider shall be the employee of the Service Provider and it shall be the duty of the service provider to pay their salary every month by 7th day of the succeeding month. There is no Master & Servant relationship between the employees of the service provider and the Purchaser (DEPARTMENT OF DRINKING WATER SUPPLY). Further that the said person of the service provider shall not claim any absorption.

24. The transportation, food, medical and other statutory requirement in respect of each personnel of the service provider will be the responsibility of the Service Provider and that the Department will not entertain any claim in this regard.

25. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect submitted to the Department.

26. The personnel may be called on Saturday, Sunday and other Gazetted holidays, if required. They may be paid extra on pro-rata basis by the Service Provider who may in turn claim the same from the Department.

27. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.

28. Payments to the service provider would be strictly on certification by the officer with whom the person is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.

29. The service provider shall be contactable at all times and message sent by e-mail/Fax/Special Messenger from Department to the Service Provider shall be acknowledged immediately on receipt on the same day.

(Signature with stamp of the Bidder)

List of outsourcing Agencies of services

- 1 M/s. Vishal International
219, Paras Bazar, Gali Ghante Wali,
Chandni Chowk,
Delhi-110006

2. M/s.SMSB Contractors
B-8/24, Krishna Nagar,
Delhi-110051

3. M/s. B.N. Service Provider
317, Vardhaman Diamond Plaza,
Motia Khan, Paharganj
New Delhi-110055

4. M/s. Shristi Faeelancer
217, V.D. Plaza,
Motia Khan, Paharganj
New Delhi-110055

5. Shri Dinesh K
Datamation Consultants Pvt. Ltd.
Plot No. 3 & 4 Hasanpur IP Extention,
Delhi-110092

6. Shri Ramesh Pihai,
M/s CS Datamation Research Services Pvt. Ltd.
Plot N. 3 & 4 Hasanpur IP Extension
Delhi-110092

7. Shri Sanjeev Kwatra,
M/s. AARESS Consutants,
304-305, Chanakya Complex B-10 &11
Subhash Chowk, Laxmi Nagar,
New Delhi

8. Shri Mukesh Kumar,
Top Gear Marketers Pvt. Ltd.
F-12, Shaheed Bhagat Singh Market
New Delhi-110001